

| <b>INFORMATION DISCLOSURE CITATION</b><br>(Use several sheets if necessary)   |     |  |            | Docket Number (Optional)<br><b>502072-A-01US (Erhart)</b> |       | Application Number<br><b>10/674,562</b> |                               |    |
|---|-----|--|------------|---|-------|---|-------------------------------|----|
|   |     |  |            | Applicant(s)<br><b>George W. Erhart et al.</b>            |       |   |                               |    |
|   |     |  |            | Filing Date<br><b>09/30/2003</b>                          |       | Group Art Unit<br><b>3626</b>           |                               |    |
| <b>U.S. PATENT DOCUMENTS</b>  |     |  |            |   |       |   |                               |    |
| EXAMINER<br>INITIAL   | REF | DOCUMENT NUMBER  | DATE       | NAME  | CLASS | SUBCLASS                                | FILING DATE<br>IF APPROPRIATE |    |
|   | A   | 4,959,686  | 09/25/90   | Spallone et al.   |       |   |                               |    |
|   | B   | 5,206,903  | 04/27/93   | Kohler et al.   |       |   |                               |    |
|   | C   | 5,506,898  | 04/09/96   | Costantini et al.   |       |   |                               |    |
|   | D   | 5,790,974  | 08/04/98   | Tognazzini  |       |   |                               |    |
|   | E   | 5,825,869  | 10/20/98   | Brooks et al.   |       |   |                               |    |
|   | F   | 5,905,793  | 05/18/99   | Flockhart et al.  |       |   |                               |    |
|   | G   | 5,999,617  | 12/07/99   | Oyanagi et al. on 892                                     |       |   |                               |    |
|   | H   | 6,148,396  | 11/14/2000 | Chrysos et al.  |       |   |                               |    |
|   | I   | 6,192,122  | 02/20/2001 | Flockhart et al.  |       |   |                               |    |
|   | J   | 6,366,666  | 04/04/2002 | Bengtson et al.   |       |   |                               |    |
| <b>FOREIGN PATENT DOCUMENTS</b>   |     |  |            |   |       |   |                               |    |
|   | REF | DOCUMENT NUMBER  | DATE       | COUNTRY   | CLASS | SUBCLASS                                | Translation                   |    |
|   |     |  |            |   |       |   | YES                           | NO |
|   | K   | EP 0 899 673   | 08/11/98   | EP  |       |   | ✓                             |    |
|   | L   | EP 0 740 450 A2  | 04/22/96   | EP  |       |   | ✓                             |    |
|   | M   | EP 0 855 826 A2  | 12/08/97   | EP  |       |   | ✓                             |    |
|   | N   | EP 0 949 793 A1  | 03/29/99   | EP  |       |   | ✓                             |    |
|   | O   | JP 2000020832  | 01/21/00   | JP - Abstract Only  |       |   | ✓                             |    |
| <b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>   |     |  |            |   |       |   |                               |    |
|   | P   | U.S. Patent Application No. 09/675,729, entitled SYSTEM FOR AUTOMATICALLY PREDICTING AVAILABILITY OF A RESOURCE IN A CUSTOMER CARE CENTER ENVIRONMENT, Flockhart et al., filed 9/29/00 |            |   |       |   |                               |    |
|   | Q   | U.S. Patent Application No. 09/641,403, entitled WAIT TIME PREDICTION ARRANGEMENT FOR NON-REAL-TIME CUSTOMER CONTACTS, Flockhart et al., filed 8/17/2000                               |            |   |       |   |                               |    |
| EXAMINER<br><b>Bill Deane</b>   |     |  |            | DATE CONSIDERED<br><b>09/26/08</b>                        |       |   |                               |    |
| EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. |     |  |            |   |       |   |                               |    |

*(Use several sheets if necessary)*

**502072-A-01US (Erhart)**

**10/674,562**

**George W. Erhart et al.**

**09/30/2003**

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Bill Deane

04 Feb 08

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**(also form PTO-1449)**

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**SHEET 2 OF 2**